CPS HR CONSULTING

City of Fargo

Employee Engagement Survey Comments

Finance

Date: 10/10/25

SUBMITTED BY:
CPS HR Consulting
www.cpshr.us

Table of Contents

What is one thing you would recommend to make your Department a better place to work? 2

Please share any additional feedback: 4

What is one thing you would recommend to make your Department a better place to work?

1. more timely communication
2. My department is well run, with excellent leadership and a good team, but we are hamstrung by lack of resources and being shortstaffed.
3. Workload - work/life balance
4. More inclusiveness from department heads
5. Working 4 10hr shifts all year round with a Friday off
6. MORE WORK OUTINGS
7. The communication is terrible. One employee who does the same thing seems to who everything while the others know nothing.
8. Since moving to the new building, departments don't mix, it would be nice to have a picnic or something that would allow departments to mix
9. Consistency and calm. We've been on a roller coaster over the last 5 years due to employee turnover, [redacted] as Finance Director, and now our software projects. The team needs the work dynamic to get back to "normal"
10. Flex time throughout the year.
11. For employees to listen to their supervisors and respect them. There has been some disrespect that is not dealt with due to it being uncomfortable. There is one employee that is very disrespectful but feels [redacted] is always right and gets very emotional and it is difficult to deal with. Goes from calm to irrational in a second and cannot take criticism and when it is attempted gets very defensive. Has been like that for [redacted] that [redacted] just gets away with it now because of how uncomfortable it is to deal with [redacted].
12. That [redacted] will be here when [redacted]'s supposed to be. [redacted]'s never on time because [redacted] doesn't have to clock in. [redacted] takes long lunch breaks and that leaves a bad morale to the ones who are always here on time. I also believe [redacted] never takes PTO like we do. I just want to be treated equal.
13. The things thing I would recommend are not being implemented in near future.
14. Court could be safer. We do have a bailiff who has a gun, but not always around. People are increasingly becoming unstable. City Hall employees are overly protected. Court employees have glass and locked doors to protect us. Nothing in the courtroom.
15. Management being more open to ideas from employees and not shooting those new ideas down.

16. Treat everyone the same
17. Communication
18. Having a more open minded leadership team that supports and encourages staff to challenge the "why we do things." The historical knowledge is critical to have, but I have seen many instances of reluctance to change. I wish management was less in the weeds and more high level reviewers of the information when possible... trust but verify. This discourages me to problem solve uniquely and find any pride in what I do.
19. Full year work schedule flexibility
20. Managment needs to be more accountable. For example, our work hours are 7:30 am to 4:30 p.m. and all hourly employees are expected to be here on time to work. However, both managers are late, the main manager comes in between 8 am and 8:30 am. That is almost 1 full hour after we are here and working. This creates an environment, that that person doesn't care about us or the workplace. They often aren't present, and we as hourly employees have to make hard decisions or make decision that the manager should be making. This is an everyday thing, it leaves us in a state that [redacted] doesn't care about us or the work we do. [redacted] also leaves early, often takes long lunches and doesn't share with us when she will be in. The mangers also don't assist in the office. We are a small office, the managers often let several people be gone at the same times, and they are busy times. They then don't assist with the ringing phones or the people at the counter. This has set a tone here, that they are above us and don't really care much about our work. The are bad at communicating anything from as simple as someone will be out for the day, or that they are leaving early. The environment here is very toxic. The lazy behavior of the managers, has created a very lazy, non concerned department. This is hard for me, because I do care. Things then fall on [redacted] to be corrected and taken care, and this is very stressful on top of [redacted] regular workload. I bring these concerns, and I am told they will be addressed. They are never addressed, and they continue to get worse.
21. City Commission is too contentious, does not create a team culture.
22. Nothing
23. I think my department runs smoothly. We have frequent meetings to inform us of changes. We all get along well.

Please share any additional feedback:

24. The city is a great place to work.
25. As I said I have worked here for 20 years, I have been through a lot in this department. I continue to work here, hoping one day someone will be held accountable for their behavior. I would love to see my managers be on time to work, participate in helping us, listen to our input. I feel like I have knowledge, and experience to share to help us assist the public better. However, I am ignored, and I often have to just let things go, because things never change or improve here.
26. Employment with City Government use to be attractive. That has changed and the private sector is more appealing on many levels.
27. On this survey specifically, I wish Administration and Commission were addressed separately. I very much support and appreciate the Administration department. While there is always room for improvement, I think they are overwhelmed and underappreciated by City Staff. Managing 30-some departments and the Commissioners split between two people must be extremely difficult. City Commissioners, while serve a specific purpose and elected into office, often cause WAY more stress then they relieve off of us. We are hired to do our jobs, and some of us do it extremely well, and then some Commissioners have insulted staff and the work we do to the public. This makes us feel dismissed, and discouraged from future projects. The public doesn't listen to us, they only listen to what the Commission says, so it would be nice to feel supported and valued for the work we do by the Commissioners. Feedback for the City - Having a grade/step table set up is great and allows for continual growth and security for employees. However, it discourages high performers from realizing their true potential (and optimizing the City's investment in their employment) knowing that they get paid according to the table no matter what. They also likely compare the work they do to their coworkers who very well might get paid the same. This harbors a "good enough" attitude and dampers those who want to push themselves to be better.
28. Departments are very isolated from each other. Every department is growing out of their work space. Lots of wasted space in the large hallway areas that no one uses.
29. Employees who don't punch in should be held more accountable about the time they spend at work.
30. Overall, I think our department is an efficient and smooth-running machine. We are making some changes very soon, that will set us up for the next generation to run our department even more efficient and quicker.
31. City leaders should be more aware of this department we feel left out because we are not in City Hall. Our boss/Supervisor takes advantages of this to do whatever they want because there's no one that will come and check on them. Just so tired of them taking time off. Not helping when

we are so busy. [redacted] is always in [redacted] office talking about personal stuff and laughing while we are struggling to help clients/defendants, answers phone calls. Don't know why [redacted] stop helping us, [redacted] doesn't even answers phone or helps us at all.

32. Sometimes I feel like dealing with difficult employees is impossible. There is one that is so irrational that I feel stuck and cannot do anything to better the situation because how they react to any little criticism. Every single other employee has noticed it as well and has had to deal with [redacted] attitude, but it feels like it has to be that way otherwise [redacted] will become a problem if dealt with. It is a pattern that keeps happening. As far as city leaders, wow, a couple of them act like children. But that is the time we are in now. We have a child for our president, so it is no surprise that some city leaders that align with him will act the same.
33. Overall the City of Fargo is a good place to work, however, frivolous spending needs to be addressed
34. A clear work from home policy for positions/depts that are able to do so. This has been proposed for YEARS and nothing ever comes of it. 2. The city has become an embarrassment in the media, not proud to work here any more. How bout we work as 1 unified team. 3. Work/life balance has deteriorated. 4. The good employees who go above and beyond are overworked with absolutely no reward for their effort. Others paid more to do alot less! No way to compensate your good employees, while others sit back and coast! 5. Managers don't want to address issues/concerns brought to them by their staff, until someone threatens to leave or does leave. 6. Burnout is real and no one seems to care until you threaten to leave. By then, it's too late. You can't undo burnout. 7. Everything is always about budget or money. Try considering the people first sometimes. Actually address the need for more staff or better compensation BEFORE you have real issues and people leave. 8. It should not have taken YEARS to address the issues with toxic working relationships with the COMMS dept! The way other employees/depts were treated was ridiculous, but couldn't do anything out of fear of retaliation from COMMS, Admin, or the Mayor. 8. Employees see and hear of the shady things going on.....The Mayor or Deputy Mayor allowing things to go on, with no true support for Admin, is baffling...truly discouraging to those who have morals! Hard to work here when you see these things!
35. It would be nice to have a city commission that isn't so dysfunctional.
36. This survey was pointless, as no changes will come from it. Another waste of resources that could have been better spent elsewhere.